



aetnaSM

Step-by-Step Provider Search Instructions: Find a Doctor or Facility

State of Delaware

- 1) Visit Aetna's provider search website (www.myaetnanetwork.com). Note: This link is located on the SBO website.
- 2) Enter your home location using a zip code, city, county, or state and set your preferred distance using the slider. Then click **Search**.



Directory of health care professionals for State of Delaware Employees

Aetna is there for you!

Welcome to the online provider directory designed specifically for you, the State of Delaware employees and members. This site provides easy access to lists of Aetna participating medical providers for the plan offered by the State of Delaware.

Please note that in addition to Quest Diagnostics, LabCorp is an in-network, participating provider for Lab services for State of Delaware members effective January 1, 2018.

If you have any questions on the plan you are eligible for or coverage information, you may also contact your Aetna customer service teams at the numbers below.

Aetna Medical Customer Service: 1-877-54 Aetna

[Click here](#) to learn more about the Aetna Programs

If you have an Out of Area Dependent, please contact customer service for assistance.

Already a member?

Not registered with Aetna yet?

Enter your home location (zip, city, county or state)

Why register?

You will be able to find all your coverage information online when you need it.

Search

You Can:

✓ Get results for your plan

✓ View cost estimates

✓ Select a primary care doctor

Set the distance using the slider

Continue as a guest

Please enter your home location (zip, city, county or state) to access providers specific to your plan benefits.

Dover, Delaware

Traveling? You can change your location after you select your plan

Look within

25 Miles

0 Miles

100 Miles

Click Search

Search

3) Select your plan (**HMO** or **Aetna CDH Gold Plan**) and click **Continue**.

Select a Plan to find providers in 19901 (Dover, DE) [Change location »](#)

If you are an Aetna member, you may find your plan name on your member [ID Card](#) or in your [Enrollment Documents](#)

[Continue](#)

Why is choosing a plan so important?

- Pay less if you use a provider that accepts the plan
- Find the highest level of coverage from a provider under the plan
- Confirm doctors are accepting the plan

Select your plan type →

Select a Plan

Enter plan name to narrow list below, e.g. [Managed Choice](#)

Medical Plans

- ☐ HMO
- ☐ Aetna CDH Gold Plan

[Continue](#)

Click Continue →

- 4) Enter the **Provider Category** (i.e., Primary Care Physician (PCP)), **Doctor's name** or **Facility** in the search box or choose from Provider Type or Common Procedures & Conditions in the category section listed under the search box.

The screenshot shows a search interface with a search bar at the top containing the text "pcp". A green arrow points from the text "Enter the Provider Category, Doctor's Name, or Facility" to the search bar. Below the search bar, a dropdown menu is open, displaying "Choose a result below to finish your search". Under the heading "Specialists & Specialty Types", "Primary Care Physician (PCP)" is selected and highlighted in purple. Below this, a box titled "Can't find what you're looking for?" lists four suggestions: "Check your spelling", "Increase your search radius, or change your location above (under 'Location')", "We only show providers who participate with our plans", and "Search term isn't available. Change your term or search by category below". The interface also features a grid of category buttons at the bottom, including "Medical Doctors Specialists", "Alternative Medicine", "Vision", "Labs & Testing", "Durable Medical Equipment (DME)", "Common Procedures & Conditions", and "Institutes of Quality/Institutes of Excellence".

**Note:*

- Always choose from the recommended terms from the drop down box to locate participating providers. The online directory will focus your search on that term to provide the most accurate response.
- When searching by the Doctor's name, select the appropriate location from the drop down box. If no location is selected, all doctors with that name will display.

5) View your search results.

Note: For the Aetna HMO Plan, the **Primary Office #** found under your chosen provider is the Primary Care Provider's/Physician's ID Number. **Primary Office # will not display for provider locations that are located at hospitals or urgent care facilities.**

Already a member? [Login to secure site](#) Location **19901 (Dover, DE)** Searching by: HMO | [Change Plan](#)

[Start New Search](#)







In network search results for Primary Care Physician (PCP) near 19901

In Network [List View](#) [Map View](#) [Filter & Sort](#) [Print](#)


* A B C D E F G H I J K L M N O P * R S T U V W * * Z


Provider/Facility Information	Plan Information	Ratings
Mackel, Melissa ✓ In Network Primary Care ID: 447944 655 Bay Road Suite F1 Dover, DE 19901 (302) 730-4366 Specialties: Family Practice Add to compare Report Incorrect Information	0.75 miles See Accepted Plans	☆☆☆☆☆ 0 rating(s) »

6) Select the Doctor's name to access Contact Information, Office Detail, Education, Plan & Network Information, Hospital Affiliations and Provider Reviews/Ratings.


Provider/Facility Information	Distance	Plan Information	Ratings
<p>Mackel, Melissa Ashley, MD »</p> <p> In Network</p> <p>Primary Care ID: 447944</p> <p> 655 Bay Road Suite F1 Dover, DE 19901</p> <p> (302) 730-4366</p> <p>Specialties: Family Practice</p> <p><input type="checkbox"/> Add to compare</p> <p>Report Incorrect Information »</p>	0.75 miles	See Accepted Plans	<p>☆☆☆☆☆</p> <p>0 rating(s) »</p>
<p>Rogan, Sarah Elizabeth, PA-C »</p> <p> In Network</p> <p> 655 Bay Road Suite F1 Dover, DE 19901</p> <p> (302) 730-4366</p> <p>Specialties: Physician Assistant</p> <p><input type="checkbox"/> Add to compare</p> <p>Report Incorrect Information »</p>	0.75 miles	<p>Selection of the Mid-level Practitioner as a Primary Care Provider is not permitted</p> <p>See Accepted Plans</p>	<p>☆☆☆☆☆</p> <p>0 rating(s) »</p>


7) Select **Office Information** to see if the Doctor is accepting new patients. Be sure to call the provider's office to confirm.


 Print

Mackel, Melissa Ashley, MD
 In Network


☆☆☆☆☆
0 rating(s)
[View more or add a review](#)


 655 Bay Road, Suite F1,
Dover, DE 19901

 0.75 miles


 (302) 730-4366


[Report Incorrect Information »](#)


 Expand All


 Office Information


Primary Care ID: 447944	Provider Role: PCP, Specialist	Gender: Female	NPI ID: 1437410198
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 **Accepting New Patients.**
Please call provider's office to confirm.

 Check to see if the provider is *Accepting New Patients*

 Other office locations

 Experience

 Ratings and Reviews